

WEBSITE

Visit our website for information on assisted living in Wisconsin.

<http://www.dhs.wisconsin.gov/bqacons/umer/AssistedLiving/AsLivindex.htm>

REGULATIONS

The Bureau of Assisted Living is guided by the following regulations:

Wisconsin State Statutes

Chapter 50 - Uniform Licensure

Certification Standards

Adult Day Care Certification Standards

Family Adult Day Care Certification Standards

DHS Administrative Codes

DHS 83 – Community Based Residential Facility (CBRF)

DHS 88 – Adult Family Home (AFH)

DHS 89 – Residential Care Apartment Complex (RCAC)

DHS 12 – Caregiver Background Checks

DHS 13 – Reporting and Investigation of Caregiver Misconduct

REGIONAL OFFICES

Northeastern Regional Office

1325 South Broadway
DePere, WI 54115

Telephone: (920) 983-3200
Fax: (920) 983-3201

ALRD: Kathy Lyons / (920) 983-3191

Southeastern Regional Office

819 N. 6th St., Rm. 609B
Milwaukee, WI 53203-1606

Telephone: (414) 227-2005
Fax: (414) 227-3903

ALRD: Carolyn Happel / (414) 227-4565

Southern Regional Office

P.O. Box 2969
Madison, WI 53701-2969

Telephone: (608) 264-9888
Fax: (608) 264-9847

ALRD: Mark Andrews / (608) 266-8339

Western Regional Office

610 Gibson St., Ste. 1
Eau Claire, WI 54701-3687

Telephone: (715) 836-4790
Fax: (715) 836-2535

ALRD: Bill Gardner / (715) 836-4029

BUREAU OF ASSISTED LIVING



STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES
Division of Quality Assurance



P-00204 (05/2012)

GENERAL OVERVIEW

The Division of Quality Assurance (DQA) is a division within the Department of Health Services that is responsible for the regulation and licensing of over 40 different programs and facilities that provide health, long-term care, mental health/substance abuse services, and caregiver background checks and investigations.

The Division of Quality Assurance regulates providers who serve the frail elderly; persons with developmental disabilities, mental illness, physical disabilities, sensory disabilities; and, persons with substance abuse problems.

The Bureau of Assisted Living is a bureau within the Division of Quality Assurance that is responsible for the regulation of the following types of providers:

- **Adult Day Care (ADC)**
- **Adult Family Home (AFH)**
- **Community Based Residential Facility (CBRF)**
- **Residential Care Apartment Complex (RCAC)**

The Division of Quality Assurance does not refer residents for placement in assisted living facilities nor does DQA provide funding to facilities to care for residents.

ASSISTED LIVING FORUM

The Assisted Living Forum is an opportunity for stakeholders involved in assisted living to gather in a collaborative spirit to discuss current issues pertaining to the regulated assisted living environment. The Forum is facilitated by the Division of Quality Assurance, Bureau of Assisted Living.

Stakeholders

Stakeholders may include department regulators, department program bureaus, provider associations, advocates, providers, assisted living business partners, consultants, managed care organizations, and county representatives.

Topics

Forum topics may include interpretation of regulations, public funding issues, best practices, quality improvement, workforce issues, statistics and trends, local and national issues, and public policy.

Format

The Forum meets bi-monthly. The morning session is a general meeting for all three provider groups --- AFH, CBRF, and RCAC. The afternoon consists of breakout sessions.

COMPLAINT RESOURCES

There are several ways to file a complaint with the Bureau of Assisted Living.

- **Contact your Regional Office**

Call your appropriate regional office or send them a letter. Regional office contact information can be found on the other side of this brochure.

- **Call the TOLL-FREE number**

1-800-642-6552

- **Use the internet**

DQA has an On-line Complaint Intake System and electronic complaint form available at:

<http://4.selectsurvey.net/DHS/TakeSurvey.aspx?SurveyID=82L1n82K>

Caregiver Misconduct Complaints

For all misconduct complaints regarding ---

Non-credentialed caregivers

(e.g., nurse aides, home health aides, personal care workers)

Credentialed Staff

(e.g., nurses, doctors, dentists, counselors)

- Call DQA's Caregiver Intake Unit at **608-261-8319**
- Use the on-line complaint form or toll-free number indicated above.